



Escalation Contacts

Global Technical Service Center

Cary, NC

NOTE: Please call 877-624-1211 To Open Your Trouble Ticket First

- 1st Level —→ Teamlead/Jeanann Dawson
919-378-5900
- 2nd Level —→ Manager/Theresa Huling
919-378-6749
Pager 888-624-2929 PIN 1927519
- 3rd Level —→ Senior Manager/Jerry McClinley
919-378-6419
- 4th Level —→ Director/Wally Czmieł
919-378-6563
Pager 888-324-2929 PIN 5670702
- 5th Level —→ Vice President/Phil Dario